



WELCOME GUIDE CPC 3

INTENSIVE REHABILITATION
PROGRAM

Douglas
INSTITUT UNIVERSITAIRE EN
SANTÉ MENTALE MENTAL HEALTH
UNIVERSITY INSTITUTE

www.douglas.qc.ca

WELCOME

On behalf of the entire treatment team, welcome to the Intensive Rehabilitation Program on CPC 3. The goal of this program is to improve your quality of life by helping you live a more satisfying and productive life.

The members of the treatment team will work directly with you to develop a personalized rehabilitation plan. This rehabilitation plan is based on a thorough assessment of your skills and strengths, and serves as a blueprint enabling you to have a successful return to the community.

This manual is yours to keep. It contains valuable information that you will find useful during your stay on CPC 3. We are committed to providing a safe, non-threatening environment that is conducive to change, where you will learn/re-learn the skills necessary to prepare you for reintegration into the community.



TREATMENT TEAM

When you arrive on CPC 3 and throughout your stay, you will undergo a process of assessment. The assessments serve to develop your rehabilitation plan, to monitor your progress, and to determine when you are ready to reintegrate into the community. These evaluations take many forms: staff observations, data from individual and group meetings, and questionnaires completed by both you and staff members.

The treatment team responsible for managing the services you will receive while on CPC 3 is made up of:

- a primary nurse or primary nursing assistant
- a psychologist
- a social worker
- a rehabilitation assistant
- a psychiatrist
- a behaviour modification agent
- a teacher
- staff members from other disciplines, based on your needs

The treatment team will meet with you regularly to discuss your rehabilitation plan, review your progress, and discuss any changes. The primary nurse or nursing assistant has a very specific role. This person is responsible for ensuring that your Individualized Intervention Plan (IIP) is developed, carried out, and revised regularly. Additionally, this person is available throughout your stay on CPC 3 to answer any questions or concerns you may have about your rehabilitation plan.



PROGRAM COMPONENTS

Daily living skills

- Budgeting (individual)
- Focus on you
- Hygiene and room care
- Cooking classes
- Classes on washing and maintaining clothes
- Travel training using public transit

Recreational and leisure activities

- Movie group
- Bingo
- Recreation center
- Greenhouse

Psychosocial therapy groups

- Cognitive behavioural therapy
- Community reinsertion
- Symptom management
- Medication management
- Substance abuse
- Interpersonal problem solving
- Self-esteem
- Cognitive remediation
- Motivational interviewing
- Educational and academic

Weekly community meeting

Every Monday at 9:45 a.m. Your attendance is essential.

Individual sessions

In addition to the groups and classes offered, you will participate in individual sessions. These individual sessions may take many forms (based on your needs) including psychological counseling, specific therapies or interviews with your primary nurse or nursing assistant.



GENERAL UNIT RULES

Hygiene and room care

Taking care of your personal hygiene and room is very important. Given the number of clients on the Unit, and the limited facilities, you will be assigned either a morning or evening bath/shower time. It is important to respect your schedule.

Medication

Medication is generally dispensed at the following times:

8:00 - 8:30 a.m.

11:30 a.m. - noon

4:30 - 5:00 p.m.

8:30 - 9:15 p.m.

It is possible that you will be approached to participate in the self-medication program.

Behaviour

management program

As needed, a behaviour management program will be used to help you develop, maintain and practice appropriate behaviours and skills that will enable you to return into the community.

Meals

Breakfast 8:00 - 8:30 a.m.

Lunch noon - 12:30 p.m.

Dinner 5:00 - 6:00 p.m.

Snacks 10:00 - 10:15 a.m.

3:00 - 3:15 p.m.

8:00 - 8:30 p.m.

It is important to arrive on time.

Food and drinks

Drinks and food are not accepted anywhere other than the dining room. The Unit reserves the right to refuse to store food and drinks brought by visitors.

Curfew

For those who have the right to go off the Unit on hospital grounds or in the city, the curfew is 9:00 p.m. If you have to return after 9:00 p.m. (special outings) you must discuss this with your nurse beforehand. This will be documented on the appropriate form.

Bedtime

Bedtime is 11:00 p.m. Appropriate nightwear must be worn.

Smoking

Smoking is not permitted inside the Institute, including Café Oasis and Dalse Snack Bar. On the Unit, smoking is permitted in the smoking room only (room A-3143).

For those requiring management of their cigarettes, they are given out between 7:00 a.m. - 9:00 p.m. according to the posted schedule. Self-management of cigarettes is a decision that will be made in collaboration with your treatment team. Matches and lighters MUST be handed in to the nursing station before bedtime. This is a security measure required by the Institute.

By law, when you smoke outside, you must be at least 9 meters from the Institute buildings. The smoking room is reserved for clients of CPC 3 only. Visitors and staff members are not permitted to use the smoking room. Please use the smoking room for smoking only, food and beverages are not permitted. Please keep the smoking room clean and use the ashtrays at your disposal.

Money

Your funds will be safeguarded in an account at the Douglas Institute patients' bank, located in Perry Pavilion, Room E-1152. You will work in collaboration with your

primary nurse to establish a budget contingent upon the funds you have available, and your rehabilitation plan. The goal is not to control your money, but rather to assist you in learning to effectively manage your funds.

The purchase of special items (other than your usual expenditures) must be planned in collaboration with your primary nurse or primary nursing assistant.

To ensure your safety

Upon admission, you will be asked to wear an identification bracelet or have your picture taken so that the staff will be able to identify you at all times. This ensures that you will receive the appropriate treatment that has been prescribed for you (such as your medication). In case of an emergency, we may be required to contact your family or someone close to you. Under other conditions, we will respect your decision with regard to our communications with family members or friends.

STAYING CONNECTED

Visiting Hours

Monday to Friday	10:00 a.m. - 8:00 p.m.
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Saturday and Sunday	10:00 a.m. - 8:00 p.m.
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You must plan your visits with your family and friends based on your scheduled activities. Please advise your visitors that they must check in at the nursing station (room A-3103) upon their arrival. Please be advised that staff reserve the right to ask visitors to leave the Unit should circumstances justify it.

Exceptions to these hours can be made in collaboration with your primary nurse or primary nursing assistant.

Telephone

There is a telephone available for the clients. It is in function 7 days a week, from 8:00 a.m. - 9:00 p.m. It is located in a small room (room A-3101) opposite the nursing station. This telephone is equipped to make and receive calls. The telephone number is 514 761-6131, extension 3860. People wanting to communicate with you must use this number and not the nursing station number.

Please keep your calls brief, as this is the only telephone available to the clients on the Unit. If you answer the telephone, please assist the other clients by finding them and advising them they have a call. Please note that there is no charge for making local calls. If you want to make a long distance call, arrangements can be made with your primary nurse or primary nursing assistant, or a member of your treatment team. You will be charged (funds debited from your account) for long distance calls.



R-E-S-P-E-C-T

Living in an environment with 31 clients and the presence of staff members can present certain challenges. Applying the principal of “do unto others as you would have them do unto you” helps make the environment more pleasurable for all. For example, verbal and physical abuse will not be tolerated. We ask you to respect the physical environment and to keep it clean and orderly.

The Douglas Institute *Code of Ethics* is posted opposite the nursing station. It explains the client’s rights and responsibilities, and the conduct to be followed by the staff. Another document entitled *Restrictive Measures and Exceptional Measures* is posted alongside the *Code of Ethics*. Please take the time to familiarize yourself with these two documents.

If you require any further information about your rights and responsibilities, the Complaints Commissioner can be contacted at 514 761-6131, extension 3287. The Beneficiaries’ Committee may also provide you with helpful information and can be reached at 514 761-6131, extension 2273.

CPC 3 Code of civility

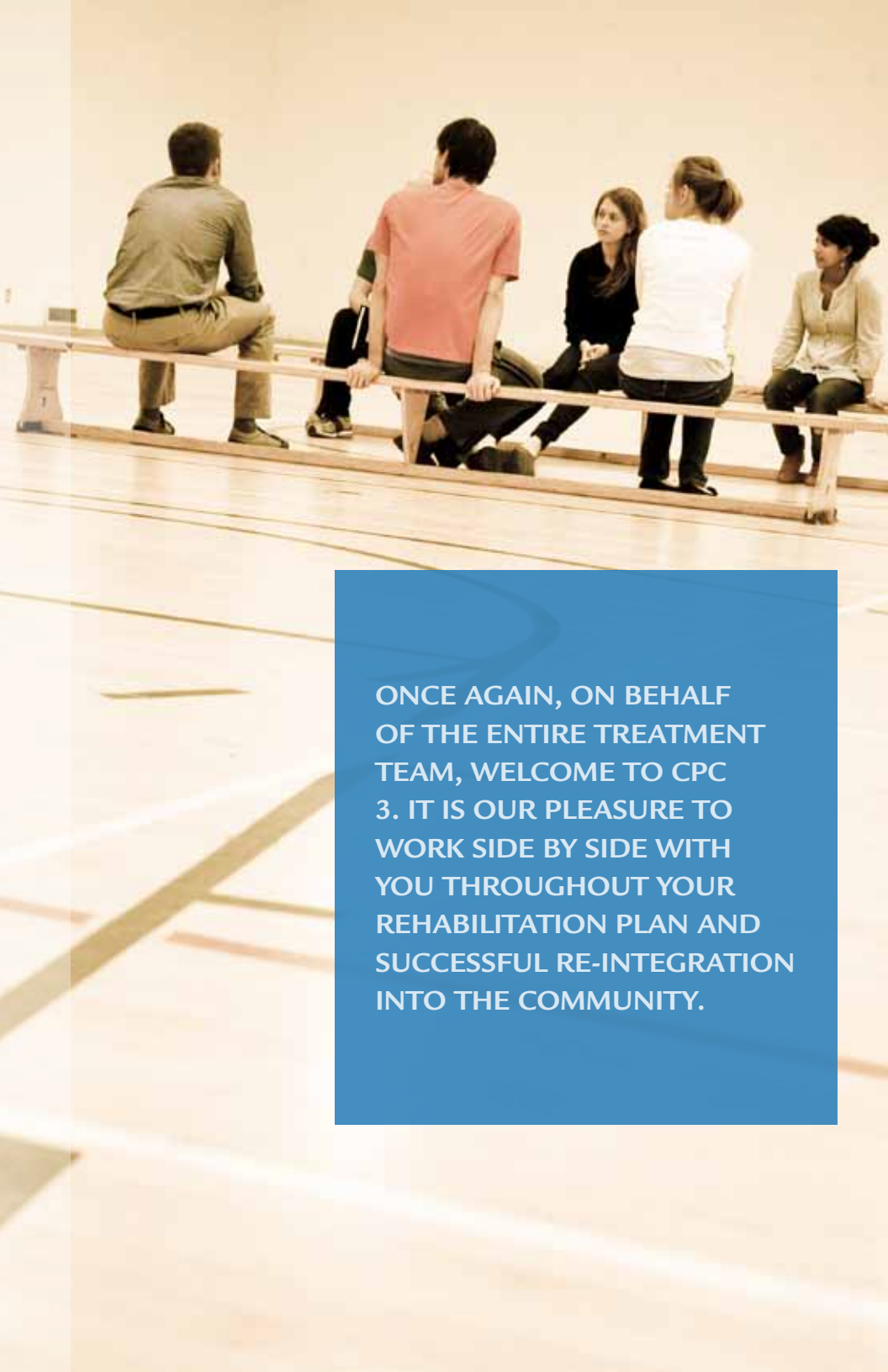
We will not accept a lack of:

- Respect
- Collaboration
- Politeness
- Courtesy
- Good manners

Abusive language, gestures and actions seen as degrading or done with intent to harm will not be tolerated.

Management of stolen, lost or damaged objects and personal effects

The Douglas Institute is a public institution. Many people walk through its doors every day. For this reason, the Institute asks its patients, their families and friends to hand over all objects, monies or expensive clothing to people whom they trust in order to protect these articles from damage, loss or theft. The Institute doesn’t assume any responsibility for the damage, loss, or theft of any personal effects that a patient had in his possession during a visit to one of our buildings/pavilions or had kept with him during his stay at the Institute.



ONCE AGAIN, ON BEHALF
OF THE ENTIRE TREATMENT
TEAM, WELCOME TO CPC
3. IT IS OUR PLEASURE TO
WORK SIDE BY SIDE WITH
YOU THROUGHOUT YOUR
REHABILITATION PLAN AND
SUCCESSFUL RE-INTEGRATION
INTO THE COMMUNITY.

CPC 3 Care Unit team
Amine Saadi
Jessy Ranger
Meagan White

GRAPHIC DESIGN
Bivouac Studio